

**PARTICIPATING ADDENDUM
WESTERN STATES CONTRACTING ALLIANCE
TELEPHONE BASED INTERPRETER
SERVICES CONTRACTS**

Administered by the State of Washington (hereinafter "Lead State")

MASTER PRICE AGREEMENT

CTS LanguageLink

Washington Contract Number: 03508
(hereinafter "Contractor")

And

State of Maine, Division of Purchases

(hereinafter "Participating Entity")

Maine Contract Number: MA 18P 1211060000000000136

Effective Date of Services: January 1, 2013 through February 15, 2015

Page 1 of 5

1. Scope: This addendum covers the WSCA Telephone Based Interpreter Services Contracts lead by the State of Washington, for members of WSCA or NASPO, for use by agencies and other entities located in the Participating Entity authorized by that state's statutes to utilize its contracts.

2. Participation: Use of specific WSCA or NASPO cooperative contracts by agencies, political subdivisions and other entities (including cooperatives) authorized by an individual state's statutes to use state contracts are subject to the approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official.

3. Participating Entity Modifications or Additions to Master Price Agreement:

i. **EQUAL EMPLOYMENT OPPORTUNITY.** During the performance of this contract, the Contractor agrees as follows.

A. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religious creed, sex, national origin, ancestry, age, physical or mental disability, or sexual orientation, unless related to a bona fide occupational qualification. The Contractor shall take affirmative action to ensure that applicants are employed and employees are treated during their employment, without regard to their race, color, religion, sex, age, national origin, physical or mental disability, or sexual orientation. Such action shall include, but not be limited to, the following: employment, upgrading, demotions, transfers, recruitment or recruitment advertising; layoffs or terminations; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

B. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religious creed, sex, national origin, ancestry, age, physical or mental disability, or sexual orientation.

C. The Contractor will send to each labor union or representative of the workers with which he has a collective or bargaining agreement, or other contract or understanding, whereby he is furnished with labor for the performances of his contract, a notice, to be provided by the contracting department or agency, advising the said labor union or workers' representative of the Contractor's commitment under this section and shall post

**PARTICIPATING ADDENDUM
WESTERN STATES CONTRACTING ALLIANCE
TELEPHONE BASED INTERPRETER
SERVICES CONTRACTS**

Administered by the State of Washington (hereinafter "Lead State")

MASTER PRICE AGREEMENT

CTS LanguageLink

Washington Contract Number: 03508
(hereinafter "Contractor")

And

State of Maine, Division of Purchases
(hereinafter "Participating Entity")

Maine Contract Number: MA 18P 12110600000000000136

Effective Date of Services: January 1, 2013 through February 15, 2015

Page 2 of 5

copies of the notice in conspicuous places available to employees and to applicants for employment.

D. The Contractor will cause the foregoing provisions to be inserted in all contracts for any work covered by this agreement so that such provisions will be binding upon each subcontractor.

E. Contractors and subcontractors with contracts in excess of \$50,000 will also pursue in good faith affirmative action programs.

- ii. **GOVERNING LAW** This Agreement shall be governed in all respects by the laws, statutes, and regulations of the United States of America and of the State of Maine. Any legal proceeding against the State regarding this Agreement shall be brought in State of Maine administrative or judicial forums. The Contractor consents to personal jurisdiction in the State of Maine.
- iii. **STATE HELD HARMLESS** The contractor shall release, protect, indemnify and hold WSCA and the respective states and their officers, agencies, employees, harmless from and against any damage, cost or liability, including reasonable attorney's fees for any or all injuries to persons, property or claims for money damages arising from acts or omissions of the contractor, his employees or subcontractors or volunteers.
- iv. **NON-APPROPRIATION** Notwithstanding any other provision of this Agreement, if the State does not receive sufficient funds to fund this Agreement and other obligations of the State, if funds are de-appropriated, or if the State does not receive legal authority to expend funds from the Maine State Legislature or Maine courts, then the State is not obligated to make payment under this Agreement.

4. Lease Agreements:

Leasing is NOT authorized or permitted under this Master Price Agreement or Participating Addendum

5. **Primary Contacts:** The primary contact individuals for this participating addendum are as follows (or their named successors):

Lead State Contract Administrator

**PARTICIPATING ADDENDUM
WESTERN STATES CONTRACTING ALLIANCE
TELEPHONE BASED INTERPRETER
SERVICES CONTRACTS**
Administered by the State of Washington (hereinafter "Lead State")

MASTER PRICE AGREEMENT

CTS LanguageLink

Washington Contract Number: 03508
(hereinafter "Contractor")

And

State of Maine, Division of Purchases

(hereinafter "Participating Entity")

Maine Contract Number: MA 18P 1211060000000000136

Effective Date of Services: January 1, 2013 through February 15, 2015

Page 3 of 5

Name: Marci Disken, Contract Consultant
Address: Department of General Administration, Office of State Procurement
210 11th Ave SW Rm 201, PO Box 41017
Olympia, WA 98504-1017
Voice: (360) 407-9405
Fax: (360) 586.2426
E-mail: marci.disken@des.wa.gov

Contractor

Name: Jerry Terkelson, Government Account Executive
Address: 911 Main St., Suite 10,
Vancouver, WA 98660
Voice: 360-433-0416
Fax: 360-693-9292
E-mail: jerry.terkelson@ctslanguagelink.com

Participating Entity

Name: Kathy Paquette, Procurement Manager
Address: Burton M. Cross Building, 4th Floor
111 Sewall Street, 9 State House Station
Augusta, ME 04333-0009
Telephone: 207-624-7877
Fax: 207-624-5086
E-mail: Kathy.L.Paquette@maine.gov

6. Subcontractors:

The following subcontractor(s) (dealers, resellers, VARs, partners, distributors, etc.) are authorized to provide goods and/or services under the Participating Addendum:

All Contractor's dealers, resellers, VARs, partners, distributors authorized by the Contractor to do business in the Participating Entity, as shown on the dedicated Contractor website for this Contract, are approved to provide sales and service support to participants in the WSCA Master Pricing Agreement. Participation will be in accordance with the terms and conditions

**PARTICIPATING ADDENDUM
WESTERN STATES CONTRACTING ALLIANCE
TELEPHONE BASED INTERPRETER
SERVICES CONTRACTS**
Administered by the State of Washington (hereinafter "Lead State")

MASTER PRICE AGREEMENT
CTS LanguageLink
Washington Contract Number: 03508
(hereinafter "Contractor")
And
State of Maine, Division of Purchases
(hereinafter "Participating Entity")
Maine Contract Number: MA 18P 1211060000000000136
Effective Date of Services: January 1, 2013 through February 15, 2015

Page 4 of 5

set forth in the aforementioned Master Price Agreement. *NO subcontractors are authorized to provide goods and/or services under this contract.*

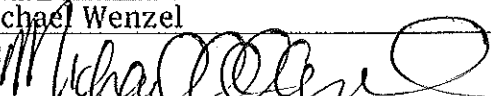
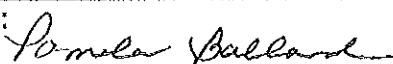
7. Purchase Order Instructions:

All orders should contain the following (1) Mandatory Language "PO is subject to WSCA Contract #03508" (2) Your Name, Address, Contact, & Phone-Number (3) Purchase order amount, monthly payment (if appropriate), itemized list of items being purchased, & rates of the service being used

8. Price Agreement Number: All purchase orders issued by purchasing entities within the jurisdiction of this participating addendum shall include the Participating State contract number: MA 18P 1211060000000000136 And the Lead State price agreement number: 03508.

This Participating Addendum and the Master Price Agreement number 03508 (administered by the State of Washington) together with its exhibits, set forth the entire agreement between the parties with respect to the subject matter of all previous communications, representations or agreements, whether oral or written, with respect to the subject matter hereof. Terms and conditions inconsistent with, contrary or in addition to the terms and conditions of this Addendum and the Price Agreement, together with its exhibits, shall not be added to or incorporated into this Addendum or the Price Agreement and its exhibits, by any subsequent purchase order or otherwise, and any such attempts to add or incorporate such terms and conditions are hereby rejected. The terms and conditions of this Addendum and the Price Agreement and its exhibits shall prevail and govern in the case of any such inconsistent or additional terms within the Participating State.

IN WITNESS WHEREOF, the parties have executed this Addendum as of the date of execution by both parties below.

Participating Entity: State of Maine, Division of Purchases	Contractor: CTS LanguageLink
By: Michael Wenzel	By: Pamela Ballard
Name: 	Name: 

**PARTICIPATING ADDENDUM
WESTERN STATES CONTRACTING ALLIANCE
TELEPHONE BASED INTERPRETER
SERVICES CONTRACTS**

Administered by the State of Washington (hereinafter "Lead State")

MASTER PRICE AGREEMENT

CTS LanguageLink

Washington Contract Number: 03508
(hereinafter "Contractor")

And

State of Maine, Division of Purchases

(hereinafter "Participating Entity")

Maine Contract Number: MA 18P 1211060000000000136

Effective Date of Services: January 1, 2013 through February 15, 2015

Page 5 of 5

Title: Director of Division of Purchases	Title: Chief Operations Officer
Date: 11/27/12	Date: 11/14/12

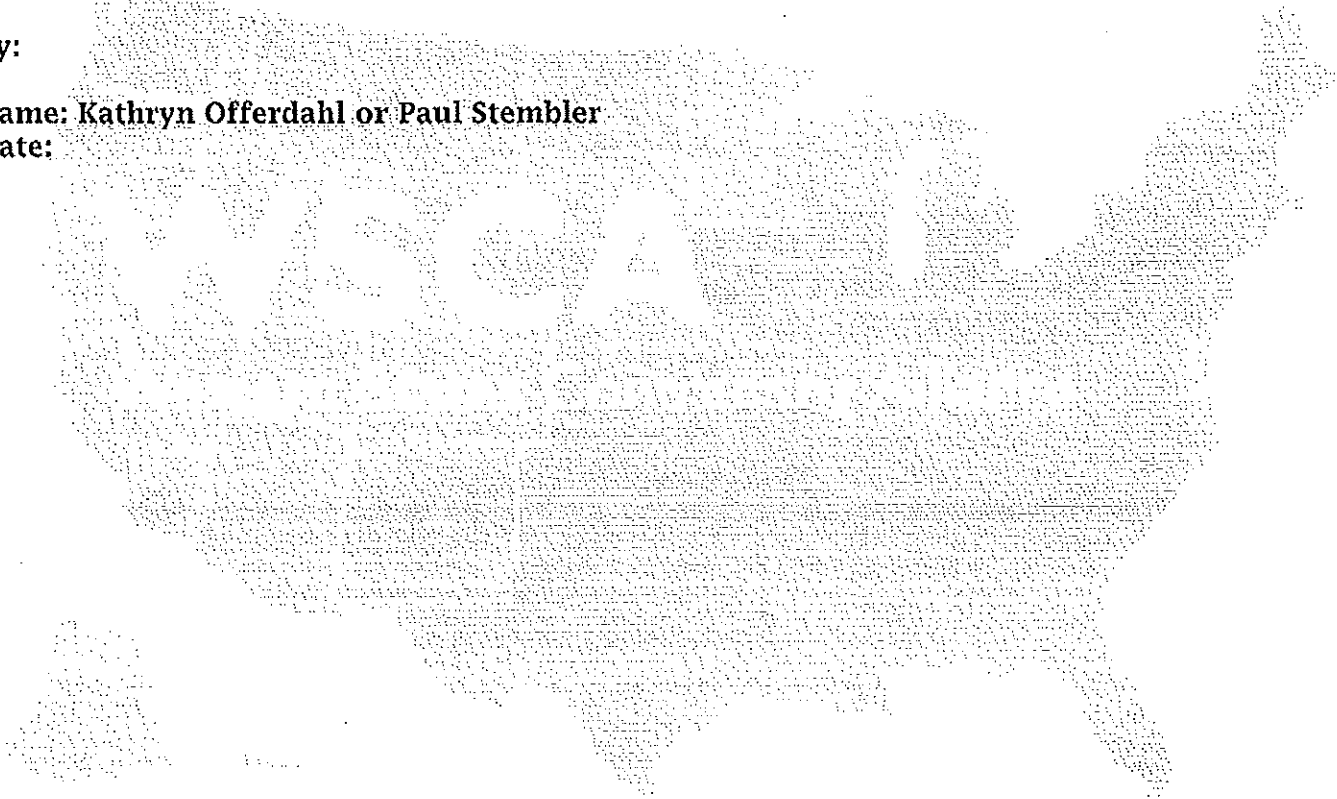
[Additional signatures as required by Participating Entity]

Acknowledgement by WSCA/NASPO:

By:

Name: Kathryn Offerdahl or Paul Stembler

Date:



CONTRACTOR INFORMATION

Contractor:	CTS LanguageLink 911 Main St, Suite 10 Vancouver WA 98660	
PRICING:	\$0.82/min. for all languages	
Contractor's Website:	http://www.ctslanguagelink.com/	
Federal Tax Identification No.:	91-1506430	
Contacts:	Contract Administration Primary Contact	Contract Administration Alternate Contact
Name/Title:	Sarah Gamble, Manager	Pam Ballard, COO
Telephone:	(360) 433-0437	(360) 433-0440
Fax:	(360) 906-6355	(360) 693-9292
Email:	sarah.gamble@ctslanguagelink.com	pam.ballard@ctslanguagelink.com
Contacts:	Customer Service	Invoicing/Billing
Name/Title:	Camilo Angel	Jamie Gosser
Telephone:	(360) 433-0408	(360) 433-0436
Fax:	(360) 906-6355	(360) 906-6355
Email:	camilo.angel@ctslanguagelink.com	jamie.gosser@ctslanguagelink.com
Payment/Invoicing Addresses:	Billing Will Be From	Payment Sent To
Name:	Corporate Translation Services, Inc.	Corporate Translation Services, Inc.
Address:	911 Main St, Suite 10 Vancouver WA 98660	911 Main St, Suite 10 Vancouver WA 98660
Credit Card Acceptance:	MasterCard, Visa	

WSCA ACCOUNT APPLICATION

Company Name: _____

Company Contact: _____ E-mail Address: _____

Phone Number: _____ Fax Number: _____

Address: _____ City: _____ State: _____ ZIP: _____

Billing Contact Name: _____ Billing Contact E-mail: _____

Billing Contact Phone: _____ Billing Contact Fax: _____

Billing Address (if different): _____ City: _____

State: _____ P.O. Box: _____ ZIP: _____

ACCOUNT SET-UP AGREEMENT

Please list top languages serviced: _____

Estimated monthly minutes for Spanish: _____ Other Languages: _____

Required information: We offer two numeric data fields to be gathered at the time of the call. Please indicate what information you require us to gather in order to connect with an interpreter. This information will be included on your invoice and call detail records on our client portal. (i.e. employee ID, cost center, location code). Please enter N/A in Data Field 1 if you choose not to enter specific data field information.

Numeric Data Field 1: _____ **Data Field 2:** _____

Hours and days of Operation: _____

Type of Business (i.e. medical, social, legal): _____

Number of Employees using the service: _____

Any changes to this process may incur additional charges.



PAYMENT AGREEMENT

I _____ authorize CTS LanguageLink to bill (Company Name) _____
_____ for the charges generated by telephonic interpretation services at \$.82 per minute for
Telephonic Interpretation. This rate includes third party domestic calling. Each call has a one minute minimum billed in
one minute increments. I _____ in the name of (Company Name) _____
_____ agree to pay in full and within thirty (30) calendar days of the billing date the
amount generated for the interpretation services. I understand that if I decide to cancel a pre-scheduled telephonic
request within 24-hours of the interpretation start time, I will be billed in full for the requested duration of the
assignment with a 30 minute minimum.

Terms & Conditions

Completing this application authorizes CTS LanguageLink to bill for the charges generated for telephonic interpretation at the per minute rate specified in the prevailing contract between Customer and CTS LanguageLink. Telephonic services are charged from the time the interpreter is connected until the call is disconnected rounded up to the next minute, except for pre-scheduled telephonic interpretation services where a 30 minute minimum applies. There are no monthly minimums, minimum usage charges, account application fees, or volume guarantees. Customer agrees to pay all invoiced charges for SERVICES within thirty (30) days of the invoice date. Any charges not paid within such thirty (30) day period shall bear interest at the lower of 1.5% per month or the highest amount of interest provided by state law.

Please take note that CTS LanguageLink interpreters are not allowed to schedule interpreting assignments directly with the staff at customer's location. Doing so could result in no-shows in the event that CTS LanguageLink has scheduled the same interpreter for another appointment. It is CTS LanguageLink's policy that no agency, entity or customer is authorized to contact, request or otherwise solicit services from our interpreters/contractors directly.

Service Charge Notice

Please be advised, all accounts with a past due balance will start accruing finance charges at 45 days past due. Please note our collection procedures below. Accounts 45 days past due accrue 1.5% per month interest until paid in full. Accounts 60 days past due will be de-activated and services suspended. Accounts 90 days past due will be sent to collections.

*CTS LanguageLink will provide access instructions electronically within 24 hours of receiving this account application. If you need hard copy access instructions please e-mail our client relations team at clientrelations@ctslanguagelink.com

Please fax the completed application back to 360-693-9292, Attention: Sales Department

Authorized Signature _____

Date _____

Table 23. Detailed Languages Spoken at Home and Ability to Speak English for the Population 5 Years and Over for Maine: 2006-2008

Release Date: April, 2010

	Number of speakers	Margin of Error ¹	Spoke English less than "Very Well"	Margin of Error ¹
Population 5 years and over	1,244,327	396	23,075	1,818
Spoke only English at home	1,151,282	3,269	(X)	(X)
Spoke a language other than English at home	93,045	3,252	23,075	1,818
Spoke a language other than English at home	93,045	3,252	23,075	1,818
SPANISH AND SPANISH CREOLE	13,506	1,234	3,762	549
Spanish	13,506	1,234	3,762	549
OTHER INDO-EUROPEAN LANGUAGES	66,055	2,667	13,033	1,132
French	52,395	2,241	10,021	827
French	52,296	2,240	10,002	824
Patois	99	74	19	34
French Creole	130	116	55	68
Italian	1,020	246	269	130
Portuguese	749	337	139	91
Portuguese	749	337	139	91
German	4,223	633	572	169
German	4,223	633	572	169
Yiddish	15	25	(B)	--
Other West Germanic languages	263	107	21	31
Pennsylvania Dutch	22	26	3	5
Dutch	231	106	18	30
Afrikaans	10	18	(B)	--
Scandinavian languages	809	297	167	149
Swedish	567	252	85	120
Danish	67	76	26	42
Norwegian	170	120	51	84
Icelandic	5	8	5	8
Greek	771	287	48	50
Russian	1,783	749	570	300
Polish	646	239	181	110
Serbo-Croatian languages	538	285	236	160
Serbocroatian	376	278	198	164
Croatian	74	118	38	60
Serbian	88	91	(B)	--
Other Slavic languages	991	333	301	227
Ukrainian	309	221	97	152
Czech	168	122	50	62
Slovak	70	58	(B)	--
Bulgarian	418	222	154	152
Macedonian	26	44	(B)	--
Armenian	215	290	16	28
Persian	176	219	158	217
Hindi	363	172	89	80
Gujarati	239	189	94	144
Urdu	135	145	(B)	--
Other Indic languages	145	112	25	43
India n.e.c. ²	48	78	(B)	--
Bengali	17	29	(B)	--
Panjabi	39	67	25	43

	Number of speakers	Margin of Error ¹	Spoke English less than "Very Well"	Margin of Error ¹
Marathi	24	27	(B)	--
Assamese	17	34	(B)	--
Other Indo-European languages	449	228	71	62
Romanian	75	66	15	25
Irish Gaelic	177	174	(B)	--
Scottic Gaelic	6	10	(B)	--
Albanian	74	78	33	48
Lithuanian	69	88	5	8
Pashto	48	61	18	34
ASIAN AND PACIFIC ISLAND LANGUAGES	7,158	696	3,215	536
Chinese	2,001	507	1,002	360
Chinese	1,543	449	859	343
Cantonese	229	192	112	103
Mandarin	126	96	31	45
Formosan	103	133	(B)	--
Japanese	537	240	184	113
Korean	870	322	366	164
Mon-Khmer, Cambodian	1,143	456	536	368
Hmong	(B)	--	(B)	--
Thai	175	141	91	104
Laotian	108	118	68	102
Vietnamese	1,274	417	784	307
Other Asian languages	212	106	29	37
Turkish	72	65	17	29
Telugu	29	30	(B)	--
Kannada	34	58	(B)	--
Malayalam	18	30	(B)	--
Tamil	59	68	12	24
Tagalog	619	263	133	76
Other Pacific Island languages	219	153	22	31
Bisayan	24	34	6	12
Sebuano	20	32	16	29
Ilocano	58	92	(B)	--
Melanesian	27	37	(B)	--
Samoan	75	112	(B)	--
Tokelauan	15	27	(B)	--
ALL OTHER LANGUAGES	6,326	1,256	3,065	860
Navajo	43	68	(B)	--
Other Native North American languages	1,215	273	66	49
Micmac	88	88	13	19
Passamaquoddy	919	230	42	37
Penobscot	144	98	8	13
Dakota	18	21	(B)	--
Muskogee	15	25	(B)	--
American Indian	31	39	3	6
Hungarian	52	57	26	44
Arabic	1,123	455	500	222
Hebrew	236	256	(B)	--
African languages	3,291	975	2,406	835
Amharic	188	129	99	86
Cushite	2,243	1,060	1,767	840
Sudanic	183	275	183	275
Nilotic	198	180	151	135

	Number of speakers	Margin of Error ¹	Spoke English less than "Very Well"	Margin of Error ¹
Swahili	57	50	26	45
Bantu	75	63	17	33
Fulani	57	88	57	88
Kru, Ibo, Yoruba	19	34	(B)	--
Mbum	271	331	106	130
Other and unspecified languages	366	160	67	53
Finnish	328	148	62	56
Estonian	18	23	5	9
Uncodable	20	27	(B)	--

¹ Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

² N.E.C. stands for not elsewhere classified. These are languages where respondents indicated they spoke either INDIAN or PAKISTAN. For Indian, it cannot be determined if the respondent spoke a native American language or spoke a language from India. For Pakistan, respondents wrote in Pakistan but it cannot be determined which one of the languages spoken in Pakistan is actually being spoken. To distinguish these languages, n.e.c. is used to indicate they are not classified in any other language code.

An '(B)' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an

An '(X)' entry in any column indicates that the question does not apply.

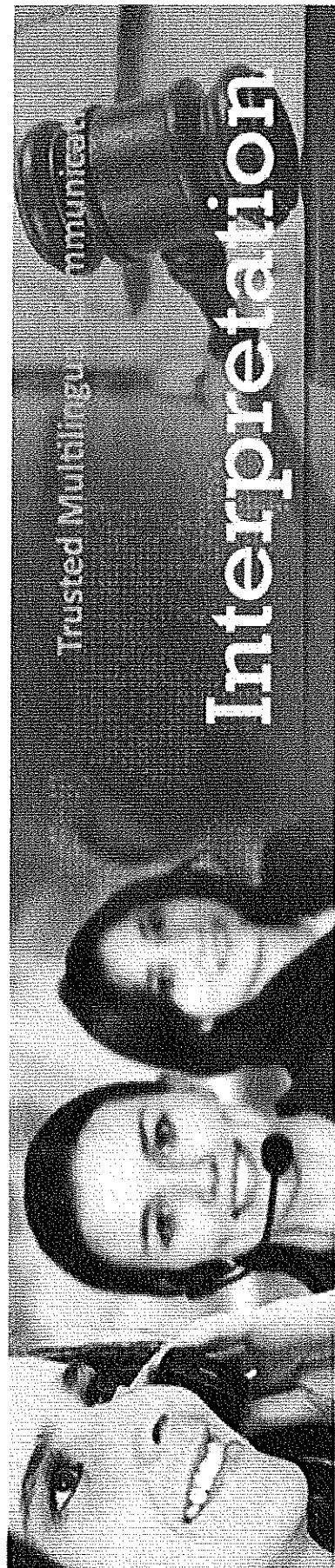
An '--' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.

Source: U.S. Census Bureau, 2006-2008 American Community Survey



We speak your customer's language

Contact Us 1-800-208-2626



Trusted Multilingual

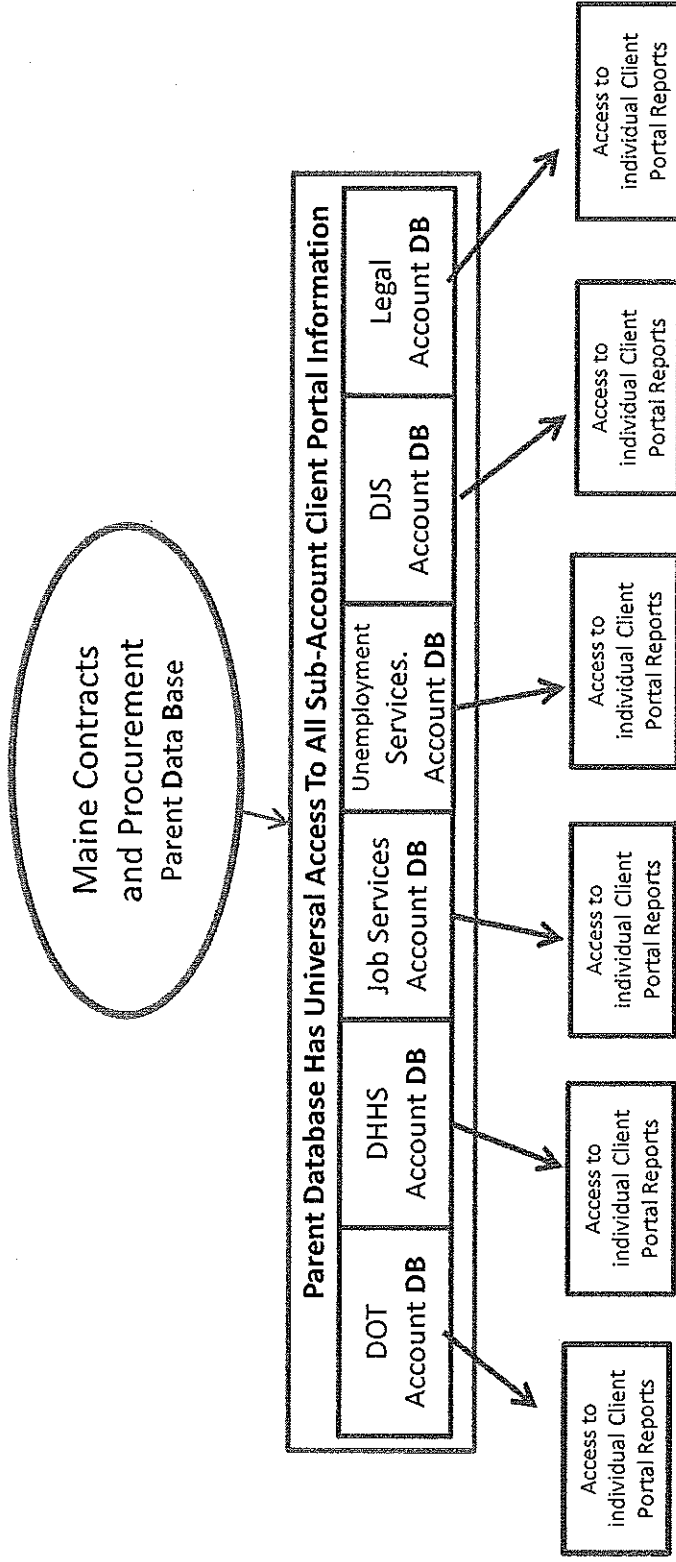
Interpretation

Empowering the State of Maine
With
The CTS Client Portal

The Solution to Division-wide data visibility is as simple as 1-2-3

1. Establish a Parent Account at the Top Department Level
2. Open an independent account for each of the Sub-Divisions
3. Require each of the users to enter a unique identity code on every call

Proposed Report Process & Successes

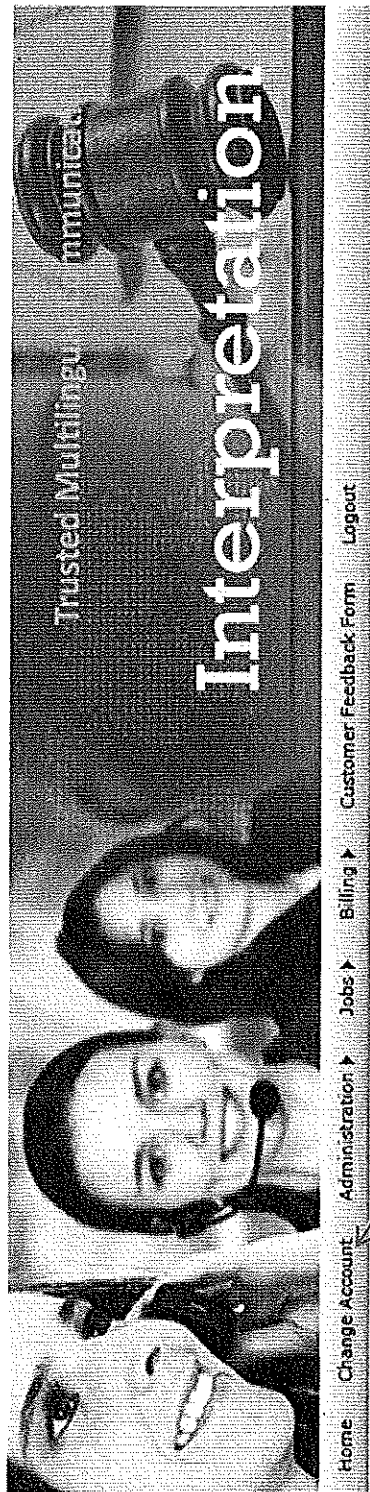


This Account Structure offers:

- Universal Department Reporting Unity
- Instant Department access & enhanced data extraction abilities
- Parent account afforded universal visibility
- Individual Department budget control and accountability
- Individual Department reporting autonomy and budget forecasting capability

Benefits:

- Greater control at Executive levels
- Improved Reporting Capabilities
- Improved Accounting and Budgeting
- Improved Visibility of Minutes Used
- Improved Budget Forecasting
- Improved Language Usage Data
- Improved Departmental Process
- Increased Time Capital



Trusted Multilingual Interpretation

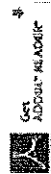
Interpretation

Home Change Account Administration > Jobs > Billing > Customer Feedback Form Logout

Welcome to the Client Portal

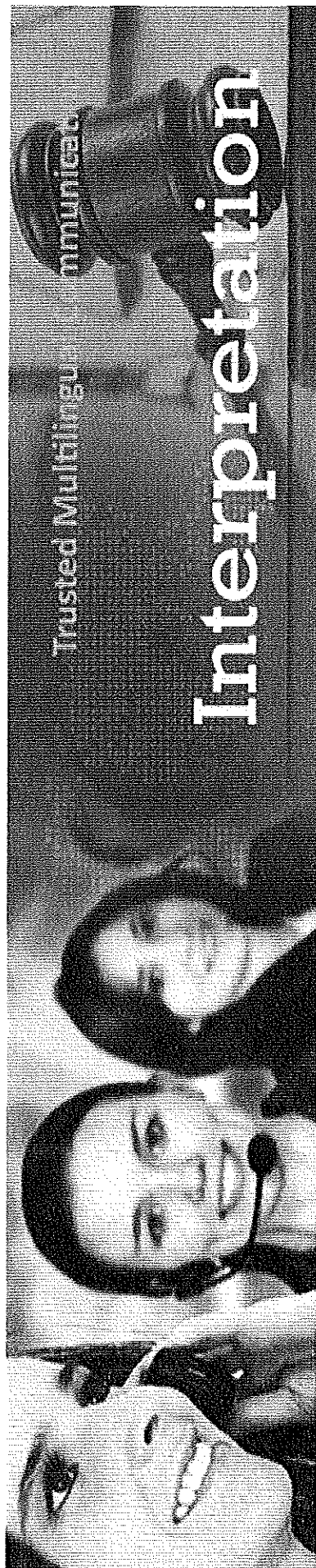
Please select a task from the menu bar at the top.

- 2 Need help? Call our Web Portal Assist Line at 1-888-283-3712 or email us at schedule@ctslanguagelink.com.
- On-Site INTERPRETATION Client Portal Tutorial.
- Over-the-Phone INTERPRETATION Client Portal Tutorial.



After logging into the Client Portal you would be able to choose the Change Account section.

The reports can now be viewed or exported by selecting the sub-accounts by their account numbers.



Home Administration ▶ Jobs ▶ Billing ▶ Customer Feedback Form Logout

Change Account

This screen allows you to change the context of the portal to one of your linked accounts (if you have any). Locate the desired account in the list below and press the "Select" button. The context of the portal will change to the selected account and you will have access to the jobs and billing associated with that account.

You are currently logged in as

1234

Account:

Company: State of Maine Contracts and Procurement

Contact: Bonnie Smith

The Change Account section separates the individual accounts by account number.
Access the individual accounts by clicking "Select".

Account Name	
Select 1111	Division 1
Select 2222	Division 2
Select 3333	Division 3
Select 4444	Division 4
Select 5555	Division 5
Select 6666	Division 6



Home Jobs Billing Customer Feedback Form Logout

1 / 1 Main Report 100%

CTS language**link**

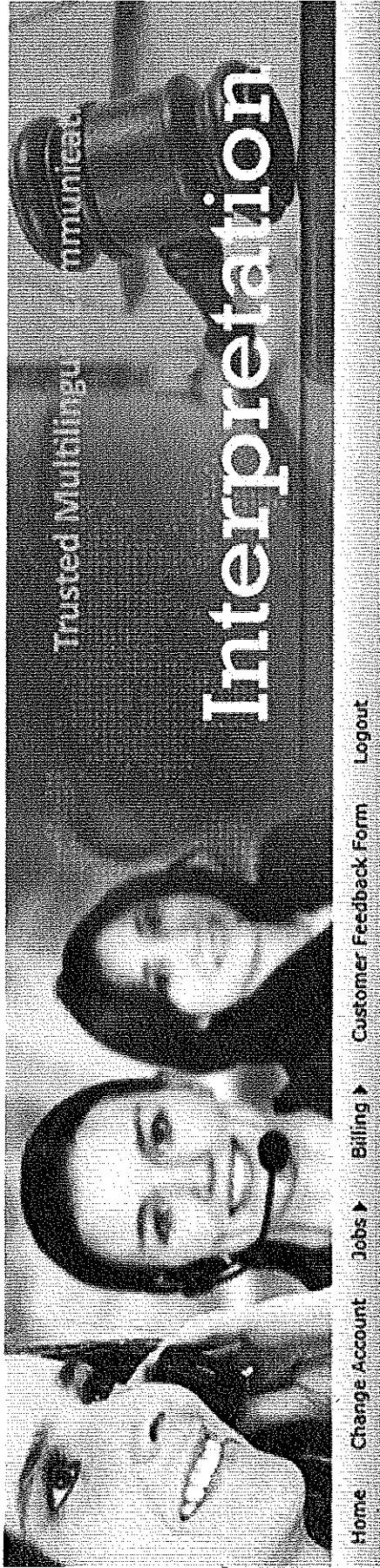
911 Main, Suite 10 Phone: (800) 798-5144
Vancouver, WA 98660 Fax: (800) 513-7273

Telephonic Billing History

01/12/2012 to

Job	Invoice	Start Date	End Date	Language	Interpreter	Qty	Price	Total
		2/5/2012 3:45:49PM	2/5/2012 3:50:49PM	Japanese	0	5.00 Minute(s)	\$1.95	\$9.75
		2/5/2012 4:03:30PM	2/5/2012 4:12:30PM	Japanese	0	9.00 Minute(s)	\$1.95	\$17.55
		2/5/2012 4:17:50PM	2/5/2012 4:27:50PM	Japanese	0	10.00 Minute(s)	\$1.95	\$19.50
		2/15/2012 11:32:05PM	2/15/2012 11:37:05PM	Mandarin	0	5.00 Minute(s)	\$1.95	\$9.75
		4/17/2012 11:06:41AM	4/17/2012 11:07:41AM	Japanese	0	1.00 Minute(s)	\$1.95	\$1.95
		5/10/2012 8:55:22PM	5/10/2012 8:57:22PM	Japanese	0	2.00 Minute(s)	\$1.95	\$3.90
		5/13/2012 12:36:57AM	5/13/2012 12:41:57AM	Japanese	0	5.00 Minute(s)	\$1.95	\$9.75
		5/15/2012 8:44:01PM	5/15/2012 8:51:01PM	Japanese	0	7.00 Minute(s)	\$1.95	\$13.65
		5/16/2012 12:11:41AM	5/16/2012 12:28:41AM	Japanese	0	17.00 Minute(s)	\$1.95	\$33.15

Change Account sections offer detailed information such as Telephonic Totals of languages and minutes used.



Trusted Multilingual Interpreters

Interpretation

Home Change Account Jobs Billing Customer Feedback Form Logout

1 / 1 Main Report 100%

CTS language link

911 Main, Suite 10 Phone: (800) 798-5144
Vancouver, WA 98660 Fax: (800) 513-7273

Invoice List w/ Tele. Totals

07/01/2012 to 07/19/2012

Invoice	Invoice Date	Client ID	Client	Amount	Minutes
12345	07/02/2012	1111	Child Services	\$27.72	33.80
12346	07/02/2012	2222	Division of Youth	\$15.17	18.50
12347	07/02/2012	3333	State Health Dept	\$13.61	16.80
12348	07/02/2012	4444	Dept of Corrections	\$21.65	26.40

Change Account screens offer even more detailed information with proper input of Client ID information. Information such as Telephonic Totals are enhanced during this process and offer greater reporting control.

Most of the work will be done by CTS employees with very little impact to individual Departments and their respective employees.

With approval of this solution, the Departments within State of Maine will gain greater control of forecasted budgets with the enhanced reporting capabilities of the CTS LanguageLink Client Portal.

Thank you for your time.